

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM474962

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	Term Loan Supplement No. 1
<b>SEQUENCE:</b>	3

## CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
INTELLISIST, INC.		05/08/2018	Corporation: WASHINGTON

## RECEIVING PARTY DATA

<b>Name:</b>	Goldman Sachs Bank USA, as Collateral Agent
<b>Street Address:</b>	200 West Street
<b>City:</b>	NEW YORK
<b>State/Country:</b>	NEW YORK
<b>Postal Code:</b>	10282
<b>Entity Type:</b>	Bank: NEW YORK

## PROPERTY NUMBERS Total: 22

Property Type	Number	Word Mark
Registration Number:	3013217	GOTVOICE
Registration Number:	2976251	GOTVOICE
Registration Number:	2911426	INTELLISIST
Registration Number:	2920882	SPEECHFORMS
Registration Number:	3319837	VOICE WORKFLOW
Registration Number:	3303621	YOUR PEOPLE. OUR TECHNOLOGY. REAL RESULT
Registration Number:	3383616	SPOKEN SYSTEM
Registration Number:	3400400	SPOKEN COMMUNICATIONS
Registration Number:	3361134	SELF-SERVICE GUARANTEED
Registration Number:	3393750	GUIDED SPEECH IVR
Registration Number:	3374605	GUIDED SPEECH IVR
Registration Number:	3552291	GUIDED SPEECH PLATFORM
Registration Number:	3880296	WHEN THE CALLER EXPERIENCE MATTERS
Registration Number:	4000970	VOICE TO ACTION
Registration Number:	3955683	GOTSEARCH
Registration Number:	3936532	GOTSEARCH
Serial Number:	87767380	SPOKEN
Serial Number:	87766999	SPOKEN

OP \$565.00 3013217

Property Type	Number	Word Mark
Serial Number:	87603910	CONVERSATIONCENTER
Serial Number:	87603922	INTELLIGENTWIRE
Serial Number:	87603925	W
Serial Number:	87767551	CLEARMETRIX

**CORRESPONDENCE DATA**

**Fax Number:** 8004947512  
**Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.**  
**Phone:** 202-370-4750  
**Email:** ipteam@cogencyglobal.com  
**Correspondent Name:** Stewart Walsh  
**Address Line 1:** 1025 Vermont Ave NW, Suite 1130  
**Address Line 2:** COGENCY GLOBAL INC.  
**Address Line 4:** Washington, D.C. 20005

<b>ATTORNEY DOCKET NUMBER:</b>	F176955 TM TL Supp 1
<b>NAME OF SUBMITTER:</b>	Emily Ohannessian
<b>SIGNATURE:</b>	/Emily Ohannessian/
<b>DATE SIGNED:</b>	05/22/2018

**Total Attachments: 32**

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SUPPLEMENT (this “**Supplement**”), dated as of May 8, 2018, to the TERM LOAN SECURITY AGREEMENT (as amended, restated, supplemented or otherwise modified from time to time the “**Security Agreement**”) dated as of December 15, 2017, among each of the Grantors listed on the signature pages thereto (each such subsidiary individually, a “**Grantor**” and, collectively, the “**Grantors**”), Goldman Sachs Bank USA, as Collateral Agent under the Credit Agreement (as defined below) (in such capacity, the “**Collateral Agent**”) for the benefit of the Secured Parties.

1. Reference is made to the Term Loan Credit Agreement, dated as of December 15, 2017 (as the same may be amended, restated, amended and restated, supplemented or otherwise modified or replaced from time to time, the “**Credit Agreement**”), among Avaya Inc., a Delaware corporation (the “**Company**”), Avaya Holdings Corp., a Delaware corporation (“**Holdings**”), the lending institutions from time to time parties thereto and the Collateral Agent

2. Capitalized terms used herein and not otherwise defined herein shall have the meanings assigned to such terms in the Security Agreement.

3. Section 8.13 of the Security Agreement provides that additional Subsidiaries may become Grantors under the Security Agreement by execution and delivery of this Supplement. Each undersigned Domestic Subsidiary (each a “**New Grantor**”) is executing this Supplement in accordance with the requirements of the Security Agreement to become a Subsidiary Grantor under the Security Agreement.

Accordingly, the Collateral Agent and the New Grantors agree as follows:

SECTION 1. In accordance with subsection 8.13 of the Security Agreement, each New Grantor by its signature below becomes a Grantor under the Security Agreement with the same force and effect as if originally named therein as a Grantor and each New Grantor hereby (a) agrees to all the terms and provisions of the Security Agreement applicable to it as a Grantor thereunder and (b) represents and warrants that the representations and warranties made by it as a Grantor thereunder are true and correct in all material respects on and as of the date hereof (except where such representations and warranties expressly related to an earlier date, in which case such representations and warranties shall have been true and correct in all material respects as of such earlier date). In furtherance of the foregoing, each New Grantor, as security for the payment and performance in full of the Obligations, does hereby bargain, sell, convey, assign, set over, mortgage, pledge, hypothecate and transfer to the Collateral Agent, for the benefit of the Secured Parties, and hereby grants to the Collateral Agent, for the benefit of the Secured Parties, a Security Interest in all of the Collateral of such New Grantor, in each case whether now or hereafter existing or in which it now has or hereafter acquires an interest. Each reference to a “**Grantor**” in the Security Agreement shall be deemed to include each New Grantor. The Security Agreement is hereby incorporated herein by reference.

SECTION 2. Each New Grantor represents and warrants to the Collateral Agent and the other Secured Parties that this Supplement has been duly authorized, executed and delivered by it and constitutes its legal, valid and binding obligation, enforceable against it in accordance with its terms, subject to the effects of bankruptcy, insolvency, fraudulent conveyance, reorganization or

similar laws affecting creditors' rights generally and general equitable principles (whether considered in a proceeding in equity or law).

SECTION 3. This Supplement may be executed by one or more of the parties to this Supplement on any number of separate counterparts (including by facsimile or other electronic transmission (e.g. a "pdf" or "tif" file)), and all of said counterparts taken together shall be deemed to be originals and constitute one and the same instrument. A set of the copies of this Supplement signed by all the parties shall be lodged with the Collateral Agent and the Company. This Supplement shall become effective as to each New Grantor when the Collateral Agent shall have received counterparts of this Supplement that, when taken together, bear the signatures of such New Grantor and the Collateral Agent.

SECTION 4. Each New Grantor hereby represents and warrants that (a) set forth on Schedule I hereto is (i) the legal name of such New Grantor, (ii) the jurisdiction of incorporation or organization of such New Grantor, (iii) the type of organization or corporate structure of such New Grantor (iv) the Federal Taxpayer Identification Number and organizational number of such New Grantor and (v) the true and correct location of the chief executive office and principal place of business and any office in which it maintains books of records relating to Collateral owned by it and (b) as of the date hereof (i) Schedule II hereto sets forth, in proper form for filing with the United States Copyright Office, all of each New Grantor's Copyrights registered or applied for with the United States Copyright Office, (ii) Schedule III hereto sets forth, in proper form for filing with the United States Patent and Trademark Office, all of each New Grantor's Patents registered or applied for with the United States Patent and Trademark Office, (iii) Schedule IV hereto sets forth, in proper form for filing with the United States Patent and Trademark Office, all of each New Grantor's Trademarks (and all applications therefor).

SECTION 5. Except as expressly supplemented hereby, the Security Agreement shall remain in full force and effect.

**SECTION 6. THIS SUPPLEMENT AND THE RIGHTS AND OBLIGATIONS OF THE PARTIES HEREUNDER SHALL BE GOVERNED BY, AND CONSTRUED AND INTERPRETED IN ACCORDANCE WITH, THE LAWS OF THE STATE OF NEW YORK.**

SECTION 7. Any provision of this Supplement that is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof and in the Security Agreement, and any such prohibition or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provision in any other jurisdiction. The parties hereto shall endeavor in good-faith negotiations to replace the invalid, illegal or unenforceable provisions with valid provisions, the economic effect of which comes as close as possible to that of the invalid, illegal or unenforceable provisions.

SECTION 8. All notices, requests and demands pursuant hereto shall be made in accordance with Section 8.2 of the Security Agreement. All communications and notices hereunder to each New Grantor shall be given to it in care of the Company at the Company's address set forth in Section 13.2 of the Credit Agreement.

SECTION 9. Each New Grantor agrees to reimburse the Collateral Agent for its respective reasonable and documented out-of-pocket costs and expenses in connection with this Supplement to the extent set forth in the Credit Agreement.

[Signature Pages Follow]

IN WITNESS WHEREOF, each New Grantor and the Collateral Agent have duly executed this Supplement to the Security Agreement as of the day and year first above written.

CAAS TECHNOLOGIES, LLC  
HYPERQUALITY II, LLC  
HYPERQUALITY, INC.  
INTELLISIST, INC., each as a Grantor


By: 

Name: Tamara K. Anthony  
Title: Assistant Treasurer

[SIGNATURE PAGE TO SUPPLEMENT NO. 1 TO SECURITY AGREEMENT]

**TRADEMARK**  
**REEL: 006334 FRAME: 0316**

GOLDMAN SACHS BANK USA, as Collateral Agent

By:   
Name: Joshua Desai  
Title: Authorized Signatory

[SIGNATURE PAGE TO SUPPLEMENT NO. 1 TO SECURITY AGREEMENT]

TRADEMARK  
REEL: 006334 FRAME: 0317



## COLLATERAL

<u>Legal Name</u>	<u>Jurisdiction of Incorporation or Organization</u>	<u>Type of Organization of Corporate Structure</u>	<u>Federal Taxpayer Identification Number and Organizational Identification Number</u>	<u>Chief Executive Office and Principal Place of Business</u>
CAAS Technologies, LLC	Nevada	Limited liability company	Org ID: E0170882015-0	c/o Avaya, 350 Mount Kemble Avenue, PO Box 1934, Morristown, NJ 07960
HyperQuality II, LLC	Washington	Limited liability company	Org ID: 602323816	2101 4th Avenue, Suite 620, Seattle, WA 98121-2328, USA
HyperQuality, Inc.	Delaware	Corporation	Tax ID: 47-0952924 Org ID: 3953307	c/o Avaya, 350 Mount Kemble Avenue, PO Box 1934, Morristown, NJ 07960
Intellisist, Inc.	Washington	Corporation	Tax ID: 20-3550029 Org ID: 602542933	2101 4th Avenue, Suite 620, Seattle, WA 98121-2328, USA

**Copyrights**

**UNITED STATES COPYRIGHTS:**

None.

**Schedule III**

**Patents**

**UNITED STATES PATENTS:**

**Registrations:**

<b>ASSIGNEE</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>PAT/REG NO. ISSUE/REG DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Issued Filed: 1/5/2015 Serial #: 14/589,818 Pub #: 20150119001 Pub Date: 4/30/2015	Issued: 1/12/2016 Pat. #: 9,237,237 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Providing Messages To Users In A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 4/24/2017 Serial #: 15/495,919 Pub #: 20170229123 Pub Date: 8/10/2017	Issued: 1/2/2018 Pat. #: 9,858,929 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 5/26/2017 Serial #: 15/606,688 Pub #: 20170264748 Pub Date: 9/14/2017	Issued: 1/2/2018 Pat. #: 9,860,384 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Issued Filed: 2/09/2015 Serial #: 14/617,823 Pub #: 20150302849 Pub Date: 10/22/2015	Issued: 1/30/2018 Pat. #: 9,881,604 Expires: 7/28/2025	Title: System And Method For Identifying Special Information
INTELLISIST, INC.	Status: Issued Filed: 5/30/2016 Serial #: 15/168,193 Pub #: 20160277566 Pub Date: 9/22/2016	Issued: 1/31/2017 Pat. #: 9,560,196 Expires: 10/30/2033	Title: Computer-Implemented System and Method for Determining Call Connection Status

INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,510 Pub #: 20130344850 Pub Date: 12/26/2013	Issued: 1/6/2015 Pat. #: 8,929,516 Expires: 11/21/2023	Title: System And Method For Transmitting Voice Messages To A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,058 Pub #: 2007-0140440 Pub Date: 6/21/2007	Issued: 1/7/2014 Pat. #: 8,625,752 Expires: 11/12/2028	Title: Closed-Loop Command And Response System For Automatic Communications Between Interacting Computer Systems Over An Audio Communications Channel
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,589 Pub #: 20150003605 Pub Date: 1/1/2015	Issued: 10/13/2015 Pat. #: 9,159,054 Expires: 10/17/2032	Title: System And Method For Providing Guidance To Persuade A Caller
INTELLISIST, INC.	Status: Issued Filed: 1/30/2017 Serial #: 15/420,027 Pub #: 20170223182 Pub Date: 8/3/2017	Issued: 10/3/2017 Pat. #: 9,781,256 Expires: 10/30/2033	Title: Computer-Implemented System And Method For Determining A Status Of A Call Connection
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,024 Pub #: 2007-0143106 Pub Date: 6/21/2007	Issued: 10/4/2011 Pat. #: 8,032,373 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 12/28/2015 Serial #: 14/980,934 Pub #: 20160111092 Pub Date: 4/21/2016	Issued: 11/1/2016 Pat. #: 9,484,035 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition

INTELLISIST, INC.	Status: Issued Filed: 8/6/2012 Serial #: 13/568,065 Pub #: 20130035937 Pub Date: 2/7/2013	Issued: 11/12/2013 Pat. #: 8,583,433 Expires: 3/27/2023	Title: System And Method For Efficiently Transcribing Verbal Messages To Text
INTELLISIST, INC.	Status: Issued Filed: 1/17/2017 Serial #: 13/802,710 Pub #: 20140270135 Pub Date: 9/18/2014	Issued: 11/14/2017 Pat. #: 9,819,798 Expires: 3/14/2033	Title: Computer-Implemented System And Method For Efficiently Scheduling Appointments Within A Call Center Staff Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Issued Filed: 6/22/2015 Serial #: 14/746,506 Pub #: 20160373577 Pub Date: 12/22/2016	Issued: 11/14/2017 Pat. #: 9,819,799 Expires: 6/22/2035	Title: System And Method For Monitoring Customer Satisfaction In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Issued Filed: 2/2/2015 Serial #: 14/612,226 Pub #: 20150156317 Pub Date: 6/4/2015	Issued: 11/22/2016 Pat. #: 9,503,574 Expires: 10/6/2027	Title: System And Method For Selecting Call Recordings For Storage
INTELLISIST, INC.	Status: Issued Filed: 10/31/2007 Serial #: 11/981,860	Issued: 11/29/2011 Pat. #: 8,068,595 Expires: 12/15/2024	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 9/12/2014 Serial #: 14/485,596 Pub #: 20150003603 Pub Date: 1/1/2015	Issued: 11/29/2016 Pat. #: 9,509,845 Expires: 7/13/2032	Title: System And Method For Pairing Agents And Callers Within A Call Center

INTELLISIST, INC.	Status: Issued Filed: 7/13/2005 Serial #: 11/181,572	Issued: 11/5/2013 Pat. #: 8,577,684 Expires: 3/25/2027	Title: Selective Security Masking Within Recorded Speech Utilizing Speech Recognition Techniques
INTELLISIST, INC.	Status: Issued Filed: 2/14/2003 Serial #: 10/367,533	Issued: 11/6/2007 Pat. #: 7,292,689 Expires: 3/14/2024	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 9/20/2007 Serial #: 11/903,240	Issued: 11/6/2012 Pat. #: 8,306,211 Expires: 10/16/2030	Title: System And Method For Retaining Calls Into A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/2/2015 Serial #: 14/636,087 Pub #: 20150170639 Pub Date: 6/18/2015	Issued: 12/22/2015 Pat. #: 9,218,808 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Reducing Voice Transcription Error
INTELLISIST, INC.	Status: Issued Filed: 8/23/2010 Serial #: 12/861,733	Issued: 12/25/2012 Pat. #: 8,341,013 Expires: 10/22/2023	Title: System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,501 Pub #: 20130346080 Pub Date: 12/26/2013	Issued: 12/29/2015 Pat. #: 9,224,389 Expires: 10/3/2028	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 3/29/2013 Serial #: 13/853,972 Pub #: 20140129831 Pub Date: 5/8/2014	Issued: 12/6/2016 Pat. #: 9,514,329 Expires: 4/9/2034	Title: System And Method For Analyzing Agent Interactions

INTELLISIST, INC.	Status: Issued Filed: 11/4/2013 Serial #: 14/071,639 Pub #: 20140129219 Pub Date: 5/8/2014	Issued: 2/10/2015 Pat. #: 8,954,332 Expires: 7/13/2025	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 3/27/2003 Serial #: 10/403,350	Issued: 2/12/2008 Pat. #: 7,330,538 Expires: 10/20/2025	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 4/3/2007 Serial #: 11/732,626	Issued: 2/14/2012 Pat. #: 8,116,445 Expires: 6/6/2025	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 3/3/2014 Serial #: 14/195,804 Pub #: 20140177820 Pub Date: 6/26/2014	Issued: 2/16/2016 Pat. #: 9,264,545 Expires: 3/28/2022	Title: Computer-Implemented System And Method For Automating Call Center Phone Calls
INTELLISIST, INC.	Status: Issued Filed: 11/21/2003 Serial #: 10/719,452	Issued: 2/24/2009 Pat. #: 7,496,353 Expires: 7/20/2026	Title: System and Method For Providing Multi-Party Message- Based Voice Communications
INTELLISIST, INC.	Status: Issued Filed: 11/5/2012 Serial #: 13/669,388 Pub #: 20130064356 Pub Date: 3/14/2013	Issued: 2/3/2015 Pat. #: 8,948,368 Expires: 12/15/2027	Title: System And Method For Retaining Calls Into A Call Center

INTELLISIST, INC.	Status: Issued Filed: 2/28/2008 Serial #: 12/039,558	Issued: 2/3/2015 Pat. #: 8,948,371 Expires: 2/12/2032	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 7/20/2010 Serial #: 12/840,190 Pub #: 20120022865 Pub Date: 1/26/2012	Issued: 2/4/2014 Pat. #: 8,645,136 Expires: 7/9/2032	Title: System and Method for Efficiently Reducing Transcription Error Using Hybrid Voice Transcription
INTELLISIST, INC.	Status: Issued Filed: 2/12/2016 Serial #: 15/043,490 Pub #: 20160165050 Pub Date: 6/9/2016	Issued: 2/7/2017 Pat. #: 9,565,310 Expires: 3/15/2022	Title: System And Method For Message-Based Call Communication
INTELLISIST, INC.	Status: Issued Filed: 4/20/2015 Serial #: 14/691,519 Pub #: 20150222751 Pub Date: 8/6/2015	Issued: 2/9/2016 Pat. #: 9,258,414 Expires: 3/15/2022	Title: Computer-Implemented System and Method for Facilitating Agent-Customer Calls
INTELLISIST, INC.	Status: Issued Filed: 7/7/2014 Serial #: 14/325,337 Pub #: 20140307864 Pub Date: 10/16/2014	Issued: 3/15/2016 Pat. #: 9,288,323 Expires: 3/15/2022	Title: Computer-Implemented System And Method For Simultaneously Precessing Multiple Call Sessions
INTELLISIST, INC.	Status: Issued Filed: 2/3/2014 Serial #: 14/171,732 Pub #: 20140149115 Pub Date: 5/29/2014	Issued: 3/3/2015 Pat. #: 8,972,261 Expires: 7/9/2032	Title: Computer-Implemented System And Method For Voice Transcription Error Reduction
INTELLISIST, INC.	Status: Issued Filed: 4/30/2012 Serial #: 13/460,701 Pub #: 20120219126 Pub Date: 8/30/2012	Issued: 3/4/2014 Pat. #: 8,666,032 Expires: 3/28/2022	Title: System And Method For Providing Automated Call Center Post-Call Processing



INTELLISIST, INC.	Status: Issued Filed: 12/12/2016 Serial #: 14/667,549 Pub #: 20150281449 Pub Date: 10/1/2015	Issued: 4/11/2017 Pat. #: 9,621,726 Expires: 3/24/2035	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment
INTELLISIST, INC.	Status: Issued Filed: 8/11/2014 Serial #: 14/457,050 Pub #: 20140348320 Pub Date: 11/27/2014	Issued: 4/21/2015 Pat. #: 9,014,362 Expires: 3/15/2022	Title: System And Method For Processing Multi-Modal Communications Within A Call Center
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,440 Pub #: 20160322051 Pub Date: 11/3/2016	Issued: 4/25/2017 Pat. #: 9,633,658 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Transcription Error Reduction During A Live Call
INTELLISIST, INC.	Status: Issued Filed: 8/28/2006 Serial #: 11/477,899	Issued: 4/30/2013 Pat. #: 8,433,915 Expires: 3/26/2030	Title: Selective security masking within recorded speech
INTELLISIST, INC.	Status: Issued Filed: 3/17/2005 Serial #: 11/083,657	Issued: 5/1/2012 Pat. #: 8,170,197 Expires: 8/18/2024	Title: System And Method For Providing Automated Call Center Post-Call Processing
INTELLISIST, INC.	Status: Issued Filed: 8/07/2009 Serial #: 12/462,750	Issued: 5/10/2016 Pat. #: 9,336,409 Expires: 7/5/2030	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,442	Issued: 5/14/2013 Pat. #: 8,442,209 Expires: 5/26/2031	Title: System And Method For Processing Out-Of-Order Caller Responses During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 4/26/2013 Serial #: 13/871,903 Pub #: 20130231936 Pub Date: 9/5/2013	Issued: 5/20/2014 Pat. #: 8,731,938 Expires: 6/28/2026	Title: Computer-Implemented System And Method For Identifying And Masking Special Information Within Recorded Speech

INTELLISIST, INC.	Status: Issued Filed: 2/8/2016 Serial #: 15/018,836 Pub #: 20160227038 Pub Date: 8/4/2016	Issued: 5/30/2017 Pat. #: 9,667,789 Expires: 3/15/2022	Title: System And Method For Facilitating Agent-Caller Communication During A Call
INTELLISIST, INC.	Status: Issued Filed: 7/11/2016 Serial #: 15/207,391 Pub #: 20160323451 Pub Date: 11/3/2016	Issued: 5/30/2017 Pat. #: 9,667,793 Expires: 3/25/2035	Title: System and Method for Providing Ongoing Call Center Call Assistance with the Aid of a Digital Computer
INTELLISIST, INC.	Status: Issued Filed: 8/22/2016 Serial #: 15/243,912 Pub #: 20170171391 Pub Date: 6/15/2017	Issued: 5/30/2017 Pat. #: 9,667,796 Expires: 11/21/2023	Title: Computer-Implemented System and Method for Group Message Delivery
INTELLISIST, INC.	Status: Issued Filed: 10/30/2013 Serial #: 14/067,853 Pub #: 20140128030 Pub Date: 5/8/2014	Issued: 5/31/2016 Pat. #: 9,357,382 Expires: 2/8/2034	Title: System And Method For Transmitting Voice Messages To A Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 2/10/2012 Serial #: 13/371,289 Pub #: 2012/0140906 Pub Date: 6/7/2012	Issued: 6/11/2013 Pat. #: 8,462,935 Expires: 3/15/2022	Title: System And Method For Monitoring An Automated Voice Response System
INTELLISIST, INC.	Status: Issued Filed: 10/19/2011 Serial #: 12/144,560	Issued: 6/18/2013 Pat. #: 8,467,519 Expires: 11/6/2024	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 3/28/2008 Serial #: 12/058,501 Pub #: US 2008/0243515 Pub Date: 10/2/2008	Issued: 6/19/2012 Pat. #: 8,204,746 Expires: 4/20/2031	Title: System And Method For Providing An Automated Call Center Inline Architecture

INTELLISIST, INC.	Status: Issued Filed: 10/19/2007 Serial #: 11/875,744 Pub #: US-2008-0056460 Pub Date: 3/6/2008	Issued: 6/24/2008 Pat. #: 7,391,860 Expires: 2/14/2023	Title: Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 8/26/2013 Serial #: 14/010,471 Pub #: 20130346083 Pub Date: 12/26/2013	Issued: 6/28/2016 Pat. #: 9,380,161 Expires: 3/1/2024	Title: Computer-Implemented System And Method For User- Controlled Processing Of Audio Signals
INTELLISIST, INC.	Status: Issued Filed: 11/28/2011 Serial #: 13/305,671 Pub #: 2012-0069975 Pub Date: 3/22/2012	Issued: 6/4/2013 Pat. #: 8,457,296 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Issued Filed: 3/10/2016 Serial #: 15/067,101 Pub #: 20160205249 Pub Date: 7/14/2016	Issued: 6/6/2017 Pat. #: 9,674,355 Expires: 3/15/2022	Title: System And Method For Processing Call Data
INTELLISIST, INC.	Status: Issued Filed: 2/23/2009 Serial #: 12/391,191 Pub #: 2009-0161841 Pub Date: 6/25/2009	Issued: 7/10/2012 Pat. #: 8,218,737 Expires: 8/14/2025	Title: System and Method For Providing Message-Based Communications Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 12/21/2015 Serial #: 14/977,549 Pub #: 20160112561 Pub Date: 4/21/2016	Issued: 7/12/2016 Pat. #: 9,392,108 Expires: 7/20/2030	Title: Computer-Implemented System And Method For Efficiently Reducing Transcription Error During A Call

INTELLISIST, INC.	Status: Issued Filed: 3/25/2015 Serial #: 14/668,806 Pub #: 20150281454 Pub Date: 10/1/2015	Issued: 7/12/2016 Pat. #: 9,392,117 Expires: 3/25/2035	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: Issued Filed: 2/28/2007 Serial #: 11/680,076 Pub #: 2007/0140441 Pub Date: 6/21/2007	Issued: 7/22/2008 Pat. #: 7,403,601 Expires: 3/27/2023	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Issued Filed: 9/19/2011 Serial #: 13/236,508 Pub #: 20120008763 Pub Date: 1/12/2012	Issued: 7/23/2013 Pat. #: 8,494,151 Expires: 8/15/2027	Title: System And Method For Balancing Call Session Assignments On An Agent Console
INTELLISIST, INC.	Status: Issued Filed: 5/13/2015 Serial #: 13/893,231 Pub #: 20130251118 Pub Date: 9/26/2013	Issued: 7/4/2017 Pat. #: 9,699,315 Expires: 12/8/2027	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Issued Filed: 6/17/2013 Serial #: 13/920,020 Pub #: 20140010363 Pub Date: 1/9/2014	Issued: 7/8/2014 Pat. #: 8,774,392 Expires: 3/15/2022	Title: System And Method For Processing Calls In A Call Center
INTELLISIST, INC.	Status: Issued Filed: 6/3/2013 Serial #: 13/909,062 Pub #: 20130259212 Pub Date: 10/3/2013	Issued: 8/12/2014 Pat. #: 8,804,938 Expires: 3/15/2022	Title: System And Method For Providing A Multi-Modal Communications Infrastructure For Automated Call Center Operation

INTELLISIST, INC.	Status: Issued Filed: 11/7/2013 Serial #: 14/074,653 Pub #: 20140067390 Pub Date: 3/6/2014	Issued: 8/16/2016 Pat. #: 9,418,659 Expires: 1/28/2024	Title: Computer-Implemented System And Method For Masking Special Data
INTELLISIST, INC.	Status: Issued Filed: 11/21/2016 Serial #: 15/358,090 Pub #: 20170134572 Pub Date: 5/11/2017	Issued: 8/22/2017 Pat. #: 9,742,908 Expires: 9/20/2027	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Issued Filed: 1/11/2016 Serial #: 14/993,050 Pub #: 20160127558 Pub Date: 5/5/2016	Issued: 8/23/2016 Pat. #: 9,426,298 Expires: 11/21/2023	Title: Computer-Implemented System And Method For Distributing Messages By Discussion Group
INTELLISIST, INC.	Status: Issued Filed: 10/22/2003 Serial #: 10/691,777	Issued: 8/24/2010 Pat. #: 7,783,513 Expires: 9/23/2026	Title: Business performance and customer care quality measurement
INTELLISIST, INC.	Status: Issued Filed: 12/03/2010 Serial #: 12/960,392 Pub #: 20110135071 Pub Date: 6/9/2011	Issued: 8/25/2015 Pat. #: 9,116,884 Expires: 4/13/2032	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Issued Filed: 7/9/2012 Serial #: 13/544,976 Pub #: 20120275582 Pub Date: 11/1/2012	Issued: 8/27/2013 Pat. #: 8,520,813 Expires: 11/21/2023	Title: System and Method For Transmitting Voice Messages Via A Centralized Voice Message Server
INTELLISIST, INC.	Status: Issued Filed: 9/10/2012 Serial #: 13/609,241 Pub #: 20130003944 Pub Date: 1/3/2013	Issued: 8/27/2013 Pat. #: 8,521,527 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment

INTELLISIST, INC.	Status: Issued Filed: 6/18/2012 Serial #: 13/526,451 Pub #: 20120253806 Pub Date: 10/4/2012	Issued: 8/27/2013 Pat. #: 8,521,528 Expires: 3/28/2028	Title: System And Method For Distributed Speech Recognition
INTELLISIST, INC.	Status: Issued Filed: 10/29/2008 Serial #: 12/260,923 Pub #: 20090052636 Pub Date: 2/26/2009	Issued: 8/7/2012 Pat. #: 8,239,197 Expires: 10/20/2025	Title: Efficient Conversion Of Voice Messages Into Text
INTELLISIST, INC.	Status: Issued Filed: 8/6/2009 Serial #: 12/462,626 Pub #: 2009-0295536 Pub Date: 12/3/2009	Issued: 8/9/2011 Pat. #: 7,996,230 Expires: 7/4/2026	Title: Selective Security Masking Within Recorded Speech
INTELLISIST, INC.	Status: Issued Filed: 10/3/2011 Serial #: 13/252,185 Pub #: 20120020466 Pub Date: 1/26/2012	Issued: 9/11/2012 Pat. #: 8,265,932 Expires: 3/27/2023	Title: System and Method for Identifying Audio Command Prompts for Use in a Voice Response Environment
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,249 Pub #: 20130016823 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,706 Expires: 10/17/2032	Title: Computer-Implemented System And Method For Providing Coaching To Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,238 Pub #: 20130016816 Pub Date: 1/17/2013	Issued: 9/16/2014 Pat. #: 8,837,687 Expires: 8/22/2032	Title: Computer-Implemented System And Method For Matching Agents With Callers In An Automated Call Center Environment Based On User Traits

INTELLISIST, INC.	Status: Issued Filed: 8/15/2007 Serial #: 11/893,542 Pub #: US-2008-0043987 Pub Date: 2/21/2008	Issued: 9/20/2011 Pat. #: 8,023,638 Expires: 7/20/2030	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Issued Filed: 7/13/2012 Serial #: 13/549,101 Pub #: 20130016815 Pub Date: 1/17/2013	Issued: 9/23/2014 Pat. #: 8,842,811 Expires: 8/21/2032	Title: Computer-Implemented System And Method For Providing Recommendations Regarding Hiring Agents In An Automated Call Center Environment Based On User Traits
INTELLISIST, INC.	Status: Issued Filed: 9/25/2015 Serial #: 11/893,552	Issued: 9/6/2016 Pat. #: 9,438,734 Expires: 4/4/2033	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing

ASSIGNEE	PAT/REG NO. ISSUE/REG DATE	TITLE
INTELLISIST, INC.	7,472,075 Issued: 12-30-08	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	8,160,930 Issued: 04-17-12	System and Method to Associate Broadcast Radio content with a Transaction via an Internet Server
INTELLISIST, INC.	7,406,421 Issued: 07-29-08	Real time display of system instructions
INTELLISIST, INC.	7,801,731 Issued: 09-21-10	Processing Voice Instructions in a Vehicle

INTELLISIST, INC.	8,249,880 Issued: 08-21-12	Processing Voice Instructions in a Vehicle
INTELLISIST, INC.	6,748,244 Issued: 06-08-04	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	7,912,512 Issued: 03-22-11	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	8,335,544 Issued: 12-18-12	Sharing Account Information and a Phone Number Between Personal Mobile Phone and an In- Vehicle Embedded Phone
INTELLISIST, INC.	8,175,886 Issued: 05-08-12	Determination of Signal- Processing Approach Based on Signal Destination Characteristics
INTELLISIST, INC.	6,885,735 Issued: 04-26-05	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,634,064 Issued: 12-15-09	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,769,143 Issued: 08-03-10	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	8,379,802 Issued: 02-19-13	System and Method for Transmitting Voice input from a Remote Location over a Wireless Data Channel
INTELLISIST, INC.	7,236,777 Issued: 06-26-07	System and Method for Dynamically Configuring Wireless Network



INTELLISIST, INC.	7,877,088 Issued: 01-25-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	8,027,672 Issued: 09-27-11	Geographic Coverage or Service Levels
INTELLISIST, INC.	7,392,191 Issued: 06-24-08	Method and Device to Distinguish Between Voice Conversation and Automated Speech Recognition
INTELLISIST, INC.	6,591,168 Issued: 07-08-03	System and method for adaptable mobile user interface
INTELLISIST, INC.	6,671,617 Issued: 12-30-03	System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation
INTELLISIST, INC.	6,691,026 Issued: 02-10-02	Vehicle navigation system and method
INTELLISIST, INC.	6,757,651 Issued: 06-29-04	Speech detection system and method
INTELLISIST, INC.	6,766,233 Issued: 07-20-04	Modular telematic control unit
INTELLISIST, INC.	7,092,816 Issued: 08-15-06	System and method for reducing the amount of repetitive data sent by a server to a client for vehicle navigation
INTELLISIST, INC.	7,164,922 Issued: 01-16-07	Local phone number lookup and cache
INTELLISIST, INC.	7,330,786 Issued: 02-12-08	Vehicle navigation system and method

**Applications:**

<b>APPLICANT</b>	<b>STATUS, FILING DATE, APP. SERIAL NO. PUB NO. &amp; DATE</b>	<b>TITLE</b>
INTELLISIST, INC.	Status: Converted Filed: 8/13/2002 Serial #: 60/403,354	Title: System And Method For Providing A Message-Based Communications Infrastructure For Automated Call Center Operation
INTELLISIST, INC.	Status: Converted Filed: 11/22/2002 Serial #: 60/428,533	Title: System and Method for providing multi-party message-based voice communications
INTELLISIST, INC.	Status: Converted Filed: 3/15/2002 Serial #: 60/364,555 Conf #: None	Title: System And Method For Mobile Messaging
INTELLISIST, INC.	Status: Converted Filed: 1/9/2006 Serial #: 60/757,356	Title: System And Method For Performing Distributed Speech Recognition
INTELLISIST, INC.	Status: Converted Filed: 4/3/2007 Serial #: 60/921,711	Title: System and Method for Managing Customer Queuing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,101	Title: System And Method For Managing A Dynamic Call Flow During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,074	Title: System And Method For Balancing Agent Console Load During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 8/15/2006 Serial #: 60/838,102	Title: System And Method For Processing Out-Of- Order Caller Responses During Automated Call Processing

INTELLISIST, INC.	Status: Converted Filed: 2/28/2007 Serial #: 60/904,296	Title: System And Method For Managing Hold Times During Automated Call Processing
INTELLISIST, INC.	Status: Converted Filed: 3/29/2007 Serial #: 60/920,849	Title: System And Method For Providing An Automated Call Center Inline Architecture
INTELLISIST, INC.	Status: Converted Filed: 3/28/2002 Serial #: 60/368,644	Title: CLOSED-LOOP COMMAND AND RESPONSE SYSTEM FOR AUTOMATIC COMMUNICATIONS BETWEEN INTERACTING COMPUTER SYSTEMS OVER AN AUDIO COMMUNICATIONS CHANNEL
INTELLISIST, INC.	Status: Converted Filed: 12/4/2009 Serial #: 61/266,969	Title: System And Method For Converting A Message Via A Posting Converter
INTELLISIST, INC.	Status: Converted Filed: 3/30/2012 Serial #: 61/618,582	Title: Computer-Implemented System Adn Method For Individual Record Encryption
INTELLISIST, INC.	Status: Converted Filed: 7/14/2011 Serial #: 61/508,002	Title: Computer-Implemented System And Method For Assessing and Utilizing User Traits In An Automated Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,283	Title: Computer-Implemented System And Method For Detecting Events For Use In An Automated Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 3/25/2014 Serial #: 61/970,275	Title: Computer-Implemented System And Method For Protecting Sensitive Information
INTELLISIST, INC.	Status: Converted Filed: 10/31/2012 Serial #: 61/720,954	Title: Computer-Implemented System And Method For Validating Secure Connections

INTELLISIST, INC.	Status: Converted Filed: 3/28/2014 Serial #: 61/972,150	Title: Computer-Implemented Call Center Architecture And Method For Optimizing Customer Experience Through In-Band Expert Intervention
INTELLISIST, INC.	Status: New Filed: No Date Serial #: None	Title: Computer-Implemented System and Method for Improving Distributed Call Center Efficiency by Determining Call Connection
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 14/300,087 Pub #: 2015/0356568 Pub Date: 12/10/2015	Title: Computer-Implemented System and Method for Dynamically Providing Guidance During Customer Interactions
INTELLISIST, INC.	Status: Allowed Filed: 3/13/2017 Serial #: 14/281,842 Pub #: 20140331331 Pub Date: 11/6/2014	Title: Computer-Implemented System And Method For Correlating Activity Within A User Interface With Special Information
INTELLISIST, INC.	Status: Pending Filed: 12/29/2016 Serial #: 14/493,090 Pub #: 20150012453 Pub Date: 1/8/2015	Title: System And Method For Providing Hiring Recommendations Of Agents Within A Call Center
INTELLISIST, INC.	Status: Pending Filed: 2/2/2015 Serial #: 14/612,220 Pub #: 20150146867 Pub Date: 5/28/2015	Title: System And Method For Determining Customer Hold Times
INTELLISIST, INC.	Status: Pending Filed: 9/19/2017 Serial #: 14/667,603 Pub #: 20150281446 Pub Date: 10/1/2015	Title: Computer-Implemented System And Method For Protecting Sensitive Information Within A Call Center In Real Time

INTELLISIST, INC.	Status: Pending Filed: 5/10/2016 Serial #: 15/150,276 Pub #: 20160328546 Pub Date: 11/10/2016	Title: SYSTEM AND METHOD FOR IDENTIFYING SPECIAL INFORMATION VERBALIZATION TIMING WITH THE AID OF A DIGITAL COMPUTER
INTELLISIST, INC.	Status: Pending Filed: 10/19/2017 Serial #: 14/880,122 Pub #: 20160036976 Pub Date: 2/4/2016	Title: System And Method For Providing Agent Guidance
INTELLISIST, INC.	Status: Converted Filed: 5/19/2016 Serial #: 62/339,033	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,967	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Converted Filed: 11/4/2016 Serial #: 62/417,979	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment
INTELLISIST, INC.	Status: Converted Filed: 7/29/2016 Serial #: 62/368,805	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/15/2016 Serial #: 15/237,583 Pub #: 20170032790 Pub Date: 2/2/2017	Title: Computer-Implemented System and Method for Efficient Voice Transcription
INTELLISIST, INC.	Status: Pending Filed: 10/31/2016 Serial #: 15/339,788 Pub #: 20170047070 Pub Date: 2/16/2017	Title: Computer-Implemented System And Method For Performing Distributed Speech Recognition

INTELLISIST, INC.	Status: Pending Filed: 11/28/2016 Serial #: 15/362,728 Pub #: 20170195491 Pub Date: 7/6/2017	Title: Computer-Implemented System And Method For Assigning Call Agents To Callers
INTELLISIST, INC.	Status: Pending Filed: 12/5/2016 Serial #: 15/369,797 Pub #: 20170161513 Pub Date: 6/8/2017	Title: Computer-Implemented System and Method For Encrypting Call Recordings
INTELLISIST, INC.	Status: Pending Filed: 2/6/2017 Serial #: 15/425,972 Pub #: 20170244835 Pub Date: 8/24/2017	Title: Computer-Implemented System And Method For Facilitating Call Sessions Via Messages
INTELLISIST, INC.	Status: Pending Filed: 5/18/2017 Serial #: 15/598,984 Pub #: 20170339274 Pub Date: 11/23/2017	Title: Computer-Implemented System And Method For Facilitating Interactions Via Automatic Agent Responses
INTELLISIST, INC.	Status: Pending Filed: 4/10/2017 Serial #: 15/483,555 Pub #: 20170279964 Pub Date: 9/28/2017	Title: System and Method For User Notification Regarding Detected Events
INTELLISIST, INC.	Status: Pending Filed: 5/26/2017 Serial #: 15/606,399 Pub #: 20170264746 Pub Date: 9/14/2017	Title: System And Method For Providing Customer- specific Ongoing Call Center Assistance With The Aid Of A Digital Computer

INTELLISIST, INC.	Status: Allowed Filed: 5/26/2017 Serial #: 15/606,710 Pub #: 20170264745 Pub Date: 9/14/2017	Title: System And Method For Automated Call Center Operation Facilitating Agent-Caller Communication
INTELLISIST, INC.	Status: Pending Filed: 6/5/2017 Serial #: 15/614,428 Pub #: 20170272573 Pub Date: 9/21/2017	Title: System And Method For Call Data Processing
INTELLISIST, INC.	Status: Pending Filed: 7/3/2017 Serial #: 15/641,183 Pub #: 20170302797 Pub Date: 10/19/2017	Title: Computer-Implemented System And Method For Processing Caller Responses
INTELLISIST, INC.	Status: Pending Filed: 7/27/2017 Serial #: 15/661,347	Title: Computer-Implemented System And Method For Storing And Retrieving Sensitive Information
INTELLISIST, INC.	Status: Pending Filed: 8/21/2017 Serial #: 15/682,496 Pub #: 20170346943 Pub Date: 11/30/2017	Title: Computer-Implemented System And Method For Identifying Call Recordings For Retention
INTELLISIST, INC.	Status: Allowed Filed: 10/2/2017 Serial #: 15/723,093	Title: Computer-Implemented System And Method For Determining Call Status
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,288	Title: System and Method for Performing Caller Identity Verification Using Multi-Step Voice Analysis
INTELLISIST, INC.	Status: Pending Filed: 11/3/2017 Serial #: 15/803,350	Title: System and Method for Performing Screen Capture-Based Sensitive Information Protection Within a Call Center Environment

INTELLISIST, INC.	Status: Pending Filed: 11/10/2017 Serial #: 15/809,404	Title: System And Method For Performing Circumstance-specific Customer Satisfaction Monitoring In An Ongoing Call Center Interaction
INTELLISIST, INC.	Status: Pending Filed: 11/13/2017 Serial #: 15/811,551	Title: Computer-Implemented System And Method For Efficiently Facilitating Appointments Within A Call Center Via An Automatic Call Distributor
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,176	Title: Computer-Implemented System And Method For Transcription Error Reduction
INTELLISIST, INC.	Status: Pending Filed: 12/29/2017 Serial #: 15/859,215	Title: Computer-Implemented System And Method For Delivery Of Group Messages
INTELLISIST, INC.	Status: Pending Filed: 12/24/2012 Serial #: 13/726,484	System And Method For Analyzing Agent Interactions
INTELLISIST, INC.	Status: Pending Filed: 03/12/2012 Serial #: 13/418,164	SYSTEM AND METHOD TO ASSOCIATE BROADCAST RADIO CONTENT WITH A TRANSACTION VIA AN INTERNET SERVER
INTELLISIST, INC.	Status: Pending Filed: 08/07/2012 Serial #: 13/568,371	REAL-TIME DISPLAY OF SYSTEM INSTRUCTIONS



## Trademarks

## UNITED STATES TRADEMARKS:

## Registrations:

<u>OWNER</u>	<u>TITLE</u>	<u>SERIAL NO. &amp; REG. NO.</u>
INTELLISIST, INC.	GOTVOICE (STANDARD CHARACTERS)	78/443,281 3013217
INTELLISIST, INC.	GOTVOICE (STYLIZED AND DESIGN)	78/443,229 2976251
INTELLISIST, INC.	INTELLISIST	76/452,541 2911426
INTELLISIST, INC.	SPEECHFORMS	78/358,398 2920882
INTELLISIST, INC.	VOICE WORKFLOW	78/593,782 3319837
INTELLISIST, INC.	YOUR PEOPLE. OUR TECHNOLOGY. REAL RESULTS.	78/593,793 3303621
INTELLISIST, INC.	SPOKEN SYSTEM	78/906,308 3383616
INTELLISIST, INC.	SPOKEN COMMUNICATIONS	78/906,317 3400400
INTELLISIST, INC.	SELF-SERVICE GUARANTEED	78/906,323 3361134

INTELLISIST, INC.	GUIDED SPEECH IVR	78/906,330 3393750
INTELLISIST, INC.	GUIDED SPEECH IVR	78/906,334 3374605
INTELLISIST, INC.	GUIDED SPEECH PLATFORM	77/354,122 3552291
INTELLISIST, INC.	WHEN THE CALLER EXPERIENCE MATTERS	77/378,884 3880296
INTELLISIST, INC.	VOICE TO ACTION	85/054,387 4000970
INTELLISIST, INC.	GOTSEARCH (IC 009)	77/932,902 3955683
INTELLISIST, INC.	GOTSEARCH (IC 042)	77/935,132 3936532

**Applications:**

<u>OWNER</u>	<u>DESCRIPTION</u>	<u>APP. SERIAL NO.</u>
INTELLISIST, INC.	SPOKEN	87767380
INTELLISIST, INC.	SPOKEN (DESIGN)	87766999
INTELLISIST, INC.	CONVERSATIONCENTER	87603910
INTELLISIST, INC.	INTELLIGENTWIRE	87603922
INTELLISIST, INC.	W	87603925

INTELLISIST, INC.      CLEARMETRIX

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